

Application No. 10/766,498
Amendment Dated November 1, 2010
Reply to Office Action Dated April 9, 2010.
Accompanying Petition Dated November 1, 2010

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims:

Claims 1-38 (canceled).

39. (currently amended) A method for use in a directory assistance

~~telecommunication system~~, comprising:

receiving, ~~at said directory assistance system by a first service provider~~, a directory call from a caller using a communications device, the call including a current request for a suggestion ~~by said directory assistance system for one of~~ a third party provider of a product or service ~~desired by the caller~~ among a plurality of available third party providers, ~~desired by the caller~~, the third party providers being independent of ~~said directory assistance system the first service provider~~;

retrieving, from storage, data concerning the manner in which one or more prior directory requests by the same caller to ~~the first service provider~~ ~~said directory assistance system~~ were handled;

utilizing at least the retrieved data concerning the manner in which one or more prior requests were handled to select a third party product or service provider from among the plurality of available third party providers in response to the current request;

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searching a database for connection information concerning the selected third party product or service provider;

facilitating a communication between the caller and the selected third party product or service provider based on the connection information;

storing, in the storage, data concerning the manner in which the current request is handled; and

after the caller communicates with the selected third party product or service provider, allowing the caller to return to said directory assistance system the first service provider without terminating the call, automatically, in response to a predetermined signal received by said first service provider from the caller's communications device.

40. (original) The method of claim 39, wherein the one or more prior requests were received in the same call as the current request.

41. (previously presented) The method of claim 39, wherein the connection information includes a telephone number.

42. (original) The method of claim 41, wherein the communication includes a telephone connection.

43. (currently amended) The method of claim 39, wherein the caller is returned to said directory assistance system the first service provider automatically after a disconnection

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by the selected third party product or service provider of the communication between the caller and the selected third party product or service provider.

44. (currently amended) The method of claim 43, wherein the caller is returned to said directory assistance system ~~the first service provider~~ after a predetermined period from the disconnection.

45. (previously presented) The method of claim 39, wherein the selected third party product or service provider includes a restaurant.

46. (currently amended) A method for use in a ~~telecommunication~~ directory system, comprising:

receiving, from a directory caller by said directory system ~~a first service provider~~, a current request for a suggestion by said directory system for one [[of a]] third party provider of a product or service desired by the caller among a plurality of available third party providers, the third party providers being independent of not associated with said directory system ~~the first service provider~~;

retrieving, by the first service provider, data concerning one or more prior directory requests by the same caller to said directory system ~~the first service provider~~;

utilizing at least the retrieved data concerning one or more prior requests to select a third party product or service provider, among the plurality of available third party

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providers, not associated with said directory system ~~the first service provider~~ in response to the current request;

assigning an agent in said directory system ~~the first service provider~~, the agent communicating with the third party product or service provider on behalf of the caller to satisfy the current request; and

storing, by said directory system ~~the first service provider~~, data concerning the current request in association with the caller.

47. (previously presented) The method of claim 46, further comprising receiving information concerning the caller, and generating a ticket containing details of the desired third party provider of a product or service, wherein select fields of the ticket are populated with the received information.

48. (original) The method of claim 47, wherein the received information comprises the caller's telephone number.

49. (original) The method of claim 47, wherein the received information comprises the caller's home address.

50. (original) The method of claim 47, wherein the received information comprises the caller's present location.

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51. (original) The method of claim 46, wherein the retrieved data comprises one or more caller preferences.

52. (original) The method of claim 51, wherein the one or more caller preferences include preferences for selected geographic regions.

53. (previously presented) The method of claim 47, further comprising entering the name of the third party product or service provider at which a reservation is desired on the ticket, accessing a database to retrieve other information regarding the third party product or service provider, and automatically populating selected fields of the ticket with said other information.

54. (previously presented) The method of claim 46, wherein the selected third party product or service provider includes a restaurant.

55. (cancelled).

56. (previously presented) The method of claim 39, comprising:
retrieving, from storage, data concerning the manner in which one or more prior requests made in at least one prior call by the caller were handled.

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57. (cancelled).

58. (previously presented) The method of claim 46, comprising:
retrieving, by the first service provider, data concerning one or more prior requests made
in at least one prior call by the caller.

59. (currently amended) A method for use in a directory telecommunication system,
comprising:

receiving a directory call from a caller at said directory system by a first service provider, the call including a current request for a suggestion by said directory system for one [[of a]] third party provider of a product or service desired by the caller among a plurality of available third party providers, wherein the third party providers are independent of not associated with said directory system the first service provider;

retrieving, from storage, data concerning the manner in which one or more prior directory requests by the same caller to said directory system the first service provider were handled;

generating a record comprising the current request and the data concerning prior requests;

identifying a geographical region based on the record;
transferring the record to a call center, associated with said geographical region;
identifying a third party provider of a product or service, among a plurality of available third party providers, that is not associated with said directory system the first

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~~service provider~~ and is located in the geographical region, based at least on the data concerning prior requests contained in the record;

searching a database for connection information concerning the identified third party product or service provider;

facilitating a communication between the caller and the identified third party product or service provider based on the connection information;

storing, in the storage, data concerning the manner in which the current request is handled; and

after the caller communicates with the identified third party product or service provider, allowing the caller to return to said directory system ~~the first service provider~~ without terminating the call.

60. (previously presented) The method of claim 39, wherein said directory system ~~the first service provider~~ comprises a directory assistance system.